

Action Plan for Ellesmere House

<p><b>6.1</b> Improve plant care so that all plants look fresh and healthy.</p>	<p>Fresh flowers and plants to be purchased for the reception area until the planned work on the ground floor are completed.</p>
<p><b>6.2</b> Ensure storerooms and cupboards are closed and secured when not in use</p>	<p>Keypad locks have been ordered and will be fitted by 20<sup>th</sup> March on all storage and linen areas</p>
<p><b>6.3</b> Ensure bathrooms are not used as storerooms so that all facilities are available for use and residents can bathe or shower in a safe and hazardfree space.</p>	<p>The baths are not in use at the present time and this being reviewed. There is a plan in progress to remove one bath on each floor. The bathrooms are at present being used as storage. Bathroom signs are being taken down and replaced with storage signs. Keypad locks are also being fitted to all the bathrooms whilst being used for storage. All the residents have on suite bathrooms to be able to shower, at no point have any existing residents asked for a bath as opposed to using their en suite shower. However we would like the residents to have this choice hence the review of all bathrooms</p>
<p><b>6.4</b> Make sure residents do not have to wait too long for their food once they are seated at the table</p>	<p>Some residents who are independently mobile take themselves to the dining room a long time before the meals are served. This is their choice and routine. Resident who need to be assisted to the dining rooms are taken no earlier than 15 min before service to allow the staff to get all the residents seated and served at the same time</p>
<p><b>6.5</b> Some residents do not like the food at Ellesmere. It is suggested that the management carries out a survey to find out if there are any general issues with the food. Residents could also be asked what their favourite meal is so preferences can be reflected on the menu and whether there are any specific meals they really do not like.</p>	<p>The chef has weekly meetings with residents to discuss food preferences and what they would like on or off the menu. These are to continue. Home manager to meet with the chef regarding concerns raised. New menu to be done with the resident input</p> <p><b>Hotel services for Care Uk have been into the home and have discussed the residents' concerns regarding food with the residents. Hotel services have had dinner with the residents and are returning on a regular basis. Suggestions and actions have been put in place.</b> <b>The home manager will continue to monitor the quality of the food and service and support the chef and kitchen staff.</b></p>
<p><b>6.6</b> Ensure that everyone knows that snacks are available throughout the day as required</p>	<p>Fruit bowls are on the reception of each unit. Biscuit and cake served everyday twice a day. Snack boxes available on all floors</p>
<p><b>6.7</b> Review the activity programme to</p>	<p>New activity co-Ordinator working closely with the residents to put together the weekly activity</p>

<p>ensure that there is something for everyone and all levels of mental capacity are catered for.</p>	<p>programme.</p>
<p><b>6.8</b> Ensure there are enough opportunities for everyone who wishes to and is able to, to make visits outside the home</p>	<p>Regular trips arranged on a cycle basis for all residents to get the opportunity to go out if they wish to</p>
<p><b>6.9</b> Make sure staff are trained to identify the signs of loneliness and to make extra effort to support people who are not socialising or take part in Activities. Look at general ideas such as befriending schemes with local Volunteer agencies. Ensure that people are asked at care planning meetings whether they are feeling lonely and what might make a difference to them</p>	<p>Home currently in the process of arranging befriending scheme. The challenge programme has already been arranged for June/July and September for visitors to come into the home. Local vicar and priests come in to the home on a regular basis to speak to residents individually. Dementia and communication training currently taking place within the home</p>
<p><b>6.10</b> The majority of staff seemed to be polite, courteous and friendly in their interactions with residents; however, reports from several residents suggested that a few staff were not always so polite. Management should keep an eye on staff interactions and ensure that any reports of bad communication are dealt with effectively</p>	<p>Supervisions and communication training with staff in process Management has a process of effectively dealing with reports or bad communication and interaction with residents and visitors. Daily communication with residents, staff and visitors ensures that the management are aware and able to act quickly to any staffing concerns</p>
<p><b>6.11</b> All residents and families should be asked their opinion of the services they receive at Ellesmere on a regular basis, which does not seem to be happening at the moment. Feedback should be used to make ongoing</p>	<p>Regular relatives and residents meeting take place in the home. The manager has contact on a regular basis with a lot of the relatives via email. The manager also operates an open door policy and residents and relatives frequently come to see the manager.</p>

improvements	
<b>6.12</b> The importance of being patient with all residents at all times should be emphasised to staff. Dementia training might help staff to communicate effectively with some residents	Dementia training in process and ongoing at Ellesmere House
<b>.13</b> Staff need to make more time to talk to residents and get to know them, Especially considering several of the residents reported loneliness. This Should be included as a key target in their work performance. New staff members should be encouraged to introduce themselves to residents and Get to know them from the outset.	Staff supervisions in process regarding communicating with the residents. Staff meeting booked to discuss. Monitoring of communication daily by the management team
<b>6.14</b> Look at whether staff levels, especially nursing staff, are presenting a risk to residents' health and wellbeing	Staffing levels for the dependency and number of residents at the present time are not a risk to residents health and wellbeing The manager does regular dependency level checks and if there poses any type of risk in staffing levels the management will adjust accordingly.
<b>6.15</b> Residents need to have more involvement in the planning of their care. All residents should be aware of their care plans and should have regular meetings with a staff member to review their care and give feedback on their experiences	Relatives and residents are involved with the care planning monthly. The manager has put into place resident of the day to ensure that every resident is involved more into their care planning
<b>6.16</b> While it may be considered unsafe for some residents to lock their bedroom doors, every attempt should be made to respect their personal space. Staff members should be trained to always knock and wait before entering	The staff are all aware that they must knock before entering a closed door. Most of the residents prefer that the door is left open but the staff always ask if it's okay to go in. With the present residents within the home we do not feel that they would be safe with a Do Not Disturb sign ,however going forward this will be reviewed on an individual basis

<p>residents' rooms unless in case of emergency. Do not disturb signs could be provided to give residents some measure of privacy if locks are considered unsuitable.</p>	
<p><b>6.17</b> The lack of faith in and even fear for a minority, of complaining is very worrying. Management needs to investigate the cause of this and ensure that a clear complaints procedure is put in place which reassures residents they will not be treated differently for making a complaint and ensure they are informed about how the complaint is followed up</p> <p><b>6.18</b> Staff, especially managers, need to build better relationships with residents so that they are more likely to trust them with their concerns</p>	<p>The home manager will be seeing every resident over the next 10 days and speaking to them about the complaints procedure and giving them details of how they can speak/contact the home manager in confidence if they do have any concerns.</p>
<p><b>6.19</b> A comments/complaints box could be introduced to facilitate anonymous feedback.</p>	<p>A comments /Compliment box has been ordered for the reception area</p>